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| Question: | Result: |
| Workflow divided into three levels of Support | PASS |
| Installation Manual | PASS |
| Login Authentication | PASS |
| Add Incidents | PASS |
| Edit Incidents | PASS |
| Delete Incidents | PASS |
| Add Technician | PASS |
| Edit Technician | PASS |
| Delete Technician | PASS |
| Add Product | PASS |
| Edit Product | PASS |
| Delete Product | PASS |
| Registration | PASS |
| Dynamic based pages based on roles | PASS |